

# Printed reports show unrecognized characters

If you are able to correctly see the report on your screen but when you print to an HP LaserJet 1160 and some of the characters print out as unrecognized characters from the website or when saving the report as a file on your system, Make sure you are using a PCL5 driver for this printer and in the advanced printer setup options, place a check in ""print as Image""

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Web Support -> Internal Articles -> WELLA Rapid Reports -> Printed reports show unrecognized characters

<http://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=1779>